

# Consumer Sentinel Complaint Statistics and Trends for Arkansas

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from Arkansas Consumers = **1112**



**Fraud Complaints from Arkansas Consumers = 665**

## Top Fraud Complaint Categories for Arkansas Consumers

Rank	Top Categories	Complaints	Percentage*
1	Advance-Fee Loans and Credit Protection/Repair	112	17%
2	Internet Auctions	97	15%
3	Internet Services and Computer Complaints	86	13%
4	Shop-at-Home/Catalog Sales	67	10%
5	Business Opps and Work-at-Home Plans	48	7%

## Top Fraud Complaint Categories Against Arkansas Companies

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	83	37%
2	Shop-at-Home/Catalog Sales	24	11%
3	Internet Services and Computer Complaints	23	10%
4	Travel, Vacations and Timeshare	16	7%
5	Business Opps and Work-at-Home Plans	15	7%

## Amount Paid Reported by Arkansas Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
665	\$618,091	508	76%	\$1,217

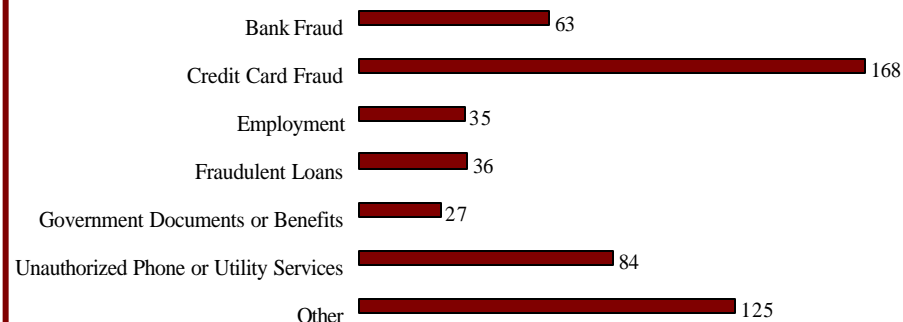
\*Percentage is based upon the total number of fraud complaints from Arkansas consumers and the total number of fraud complaints against Arkansas companies, respectively.

\*\*Average amount paid is based upon the total number of fraud complaints where amount paid was reported by Arkansas consumers.



**Identity Theft Victims in Arkansas = 447**

## Complaints by Identity Theft Type<sup>1</sup>



<sup>1</sup> Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

## Top Identity Theft Victim Locations

Victim City	No. of Complaints
Little Rock	59
Fayetteville	17
Conway	12
Fort Smith	11
Pine Bluff	11
Springdale	11